SAP APPLICATION MAINTENANCE SERVICES

BACKGROUND

This document is the summary of technical specification for the SAP Application Maintenance Services (AMS) On-Site for ITER Organization (IO). It covers support, developments of functional and technical specifications for evolutions and corrections mainly in the areas of finances, budget, procurement and human resources, configuration / customization.

SCOPE OF WORK

IO SAP has been implemented by the Department for Administration in order to support the administration needs of IO in terms of:

- Finance & budget
- Procurement & contracts
- Human resources

SAP AMS Team is in charge of:

- Support procedure through an existing ticketing system: when IO users need assistance or coaching.
- Corrections and tests : when the system does not comply with a business rule.
- Evolutions: when IO users need a functionality which is not currently implemented.
- Drafting of the users Manuals and training documentation

ITER Organization has implemented following SAP modules:

- Finance and Budget: FI, CO, PS, AA, FM (BCS)
- Human Resources: HR and ESS in portal
- Procurement: MM

SAP AMS Team is in charge of existing IO specific developments maintenance and new specific developments to be done to address properly new IO business requirements.

EXPERIENCE

Common expectations for all profiles:

- SAP Certified competencies preferably.
- Expected profiles experience in international projects will be favored.
- Experience in all aspects of SAP configuration.
- Functional Expertise in the relevant domain.

- Finance Support
  - Finance skills (FI-CO-AA)Minimum experience: 4 years
  - Budget skills (FM BCS)   Minimum experience: 4 years in Public sector

- Human Resources Support
  - HR skills (HR)   Minimum experience: 4 years
  - Significant experience in HR French payroll
  - Technical Expertise on ESS and MSS

- Procurement Support
  - Procurement skills (MM)   Minimum experience: 4 years

- o Experience in Public sector

- Development Support
  - o Portal skills (EP)   Minimum experience: 3 years
  - o ABAP skills   Minimum experience: 3 years
  - o Technical Expertise
  - o Experience in all aspects of SAP development including portal.

- Good command of English language

Duration

The contract may be awarded in lots. A submission for all the lots is not mandatory. A bidder can tender for one or several lots. As a consequence and in order to address all ITER needs, this call for tender could be awarded to one to two bidders.

The framework contract duration shall be 4 years. Task Orders shall be placed on a yearly basis upon the needs. The average size of the support Team corresponds to 2 persons per year.

The AMS Team shall be available during ITER working days, for 8 hours per day plus 1 hour lunch break between 8 AM to 6 PM local time.

Although the majority of the services have to be carried out on site, off-site services can be delivered.

On site presence must fulfil following requirements:

- Globally, the need is to have minimum 1 person per day on site, whatever his functional domain is. He will be in charge of direct interactions with users and will provide relevant information to the appropriate functional consultant if the later one is working Off-Site.
- Individually, on site presence for one consultant must be 3 , 4 or 5 days per week

Depending on needs, on site presence can increase during a limited period, to be agreed by both parties. The expectation is for a total of 220 working days per person per year.

Depending on the year, the total estimated days per year may vary from 440 days / year to 1000 days. In the same way, the number of consultants may vary from 2 PPY to 5 PPY.

Timetable

The tentative timetable is as follows:-

Call for Nomination :   December 2013
Call for Tender   :   January 2014
Tender submission :   February 2014
Start of Contract :   March 2014